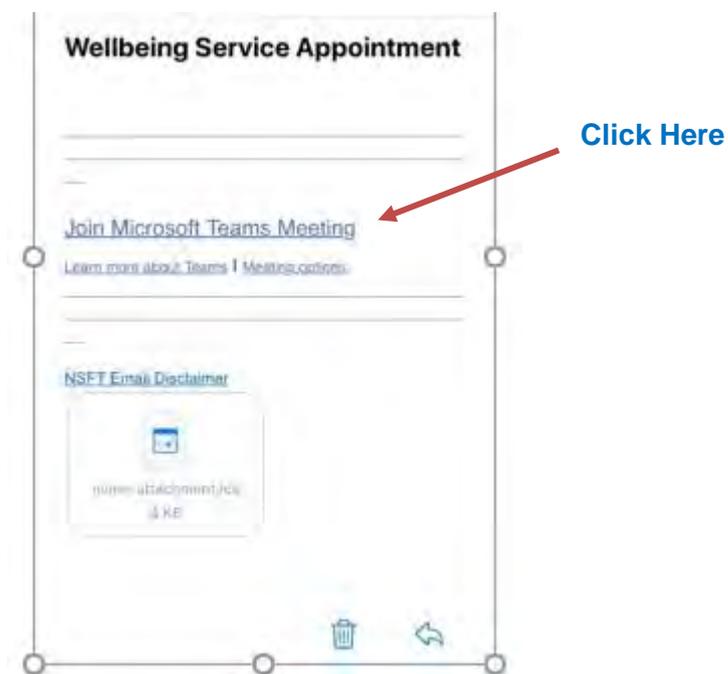


## Using Microsoft Teams

Microsoft Teams is a tool that allows you to communicate with others by using instant messaging, audio and/or video.

If you have arranged an appointment with the Wellbeing Service which will take place over this platform, you will receive an email with a link for you to join the appointment at the agreed time.

An example of this is shown below:



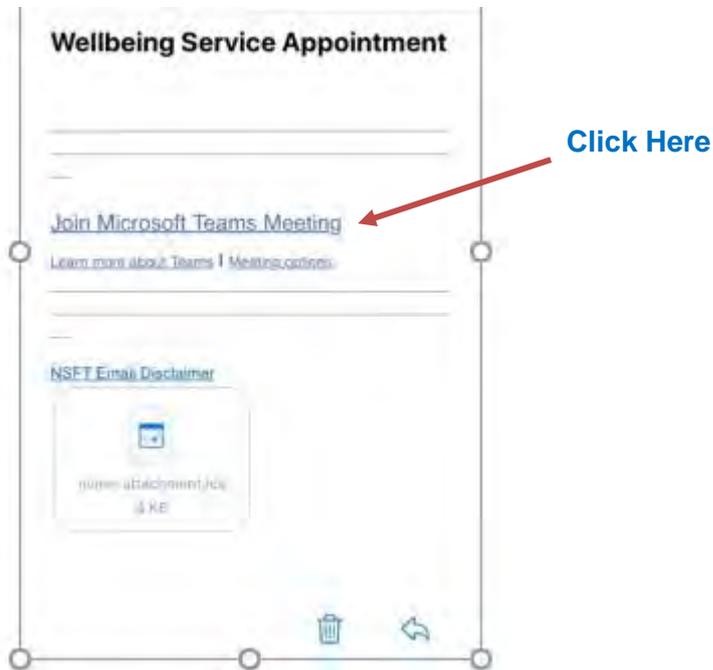
### iPad, Tablet or Phone Guidance:

**It is advisable to install the Microsoft Teams app prior to your appointment time. This is essential for you to join the appointment. The instructions below tell you how to download the app.**

- Click on the 'Join Microsoft Teams Meeting' link in the email and you will be directed to your App Store and instructed to install the Microsoft Teams app.
- You **do not** need to register on the app. If the app is opened after installation you will automatically be asked to register. This is not required, close the app at this point.
- The Microsoft Teams app only needs to be installed once and will be available for all future appointments.

## Joining your appointment:

- Just before your planned appointment start time, open your appointment email and select 'Join Microsoft Teams Meeting'.



- You will see two options 'Join as a guest' and 'Sign in and join'. Click 'Join as a guest'

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## Microsoft Teams



Meeting time!  
How would you like to join?

Join as a guest

Sign in and join

- Enter your name and click 'Join meeting'

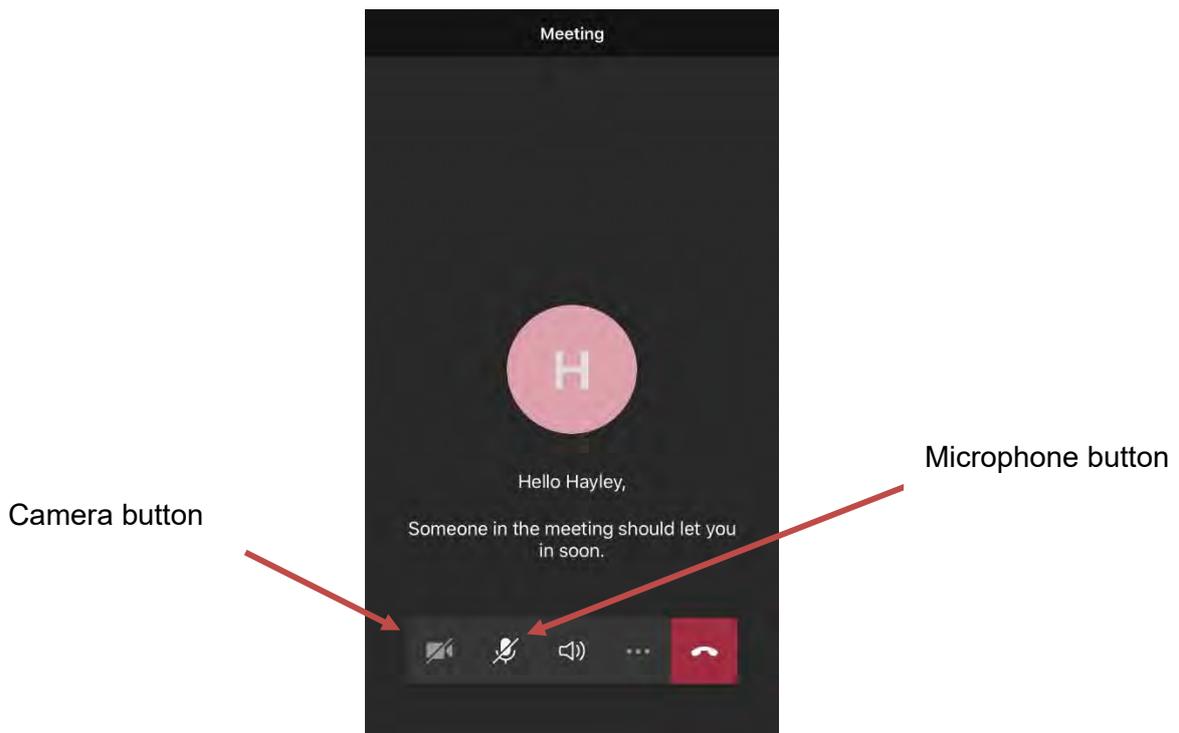


Type your name, then select  
Join meeting.


Tip: The first time you use the app you may need to 'allow' teams to record audio. It is important that you do click 'allow' or your microphone will not work. Please note it is not actually going to record the session.

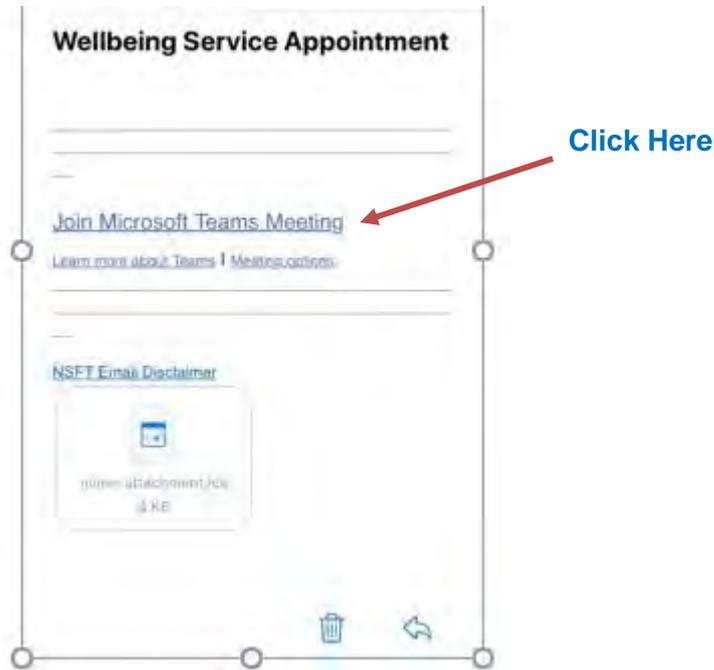
- Once in the meeting you will be in the 'waiting room':



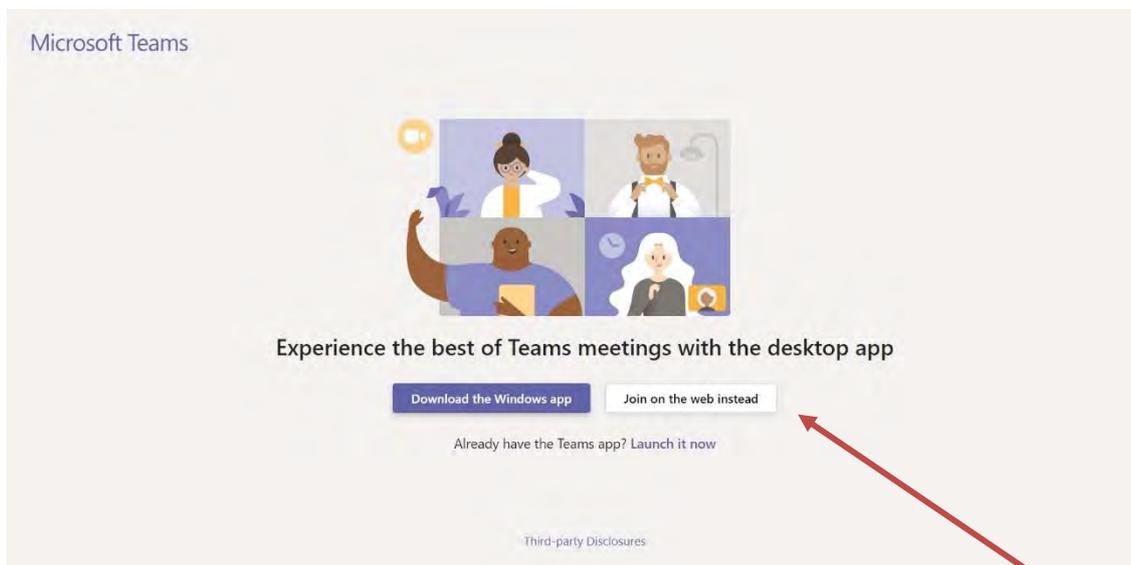
- Make sure that you unmute your microphone and switch on your camera (if on, they will not have a line through them as shown in the picture above)
- The appointment will then commence.

## Laptop Guidance:

- If you have arranged an appointment with the Wellbeing Service which will take place over this platform, you will receive an email with a link for you to join the appointment at the agreed time.
- Just before your planned appointment start time, open your appointment email and select 'Join Microsoft Teams Meeting'. An example of this is shown below:

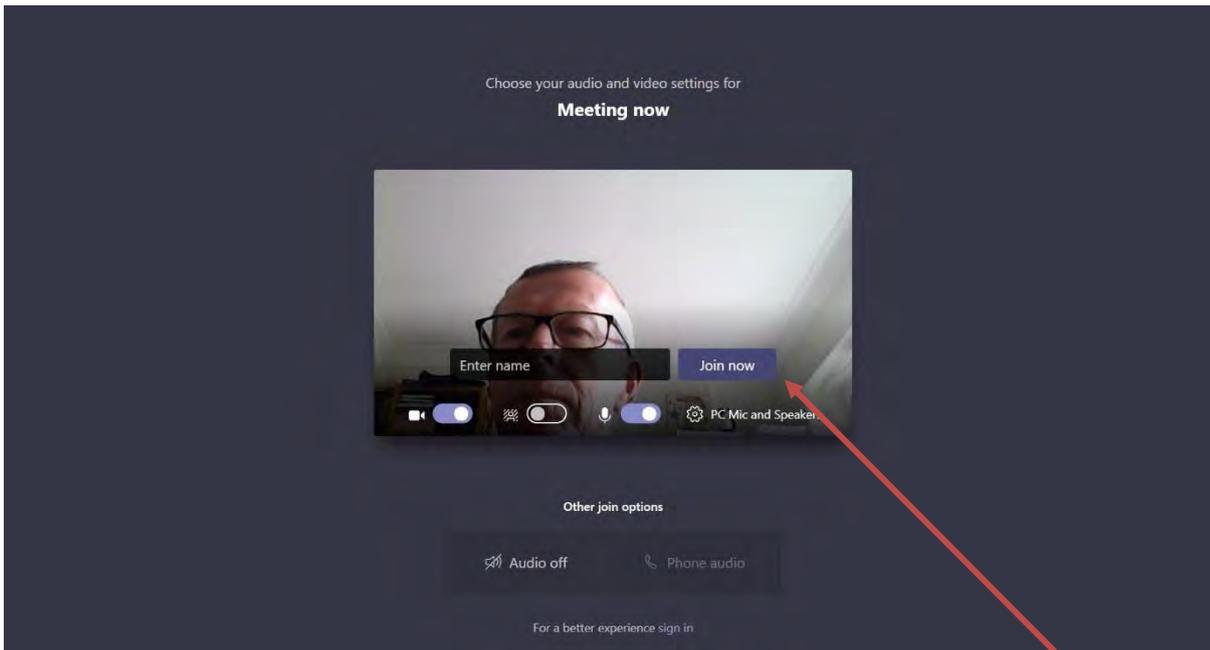


- Click on the 'Join Microsoft Teams Meeting' link in the email and you will be taken to the screen below:



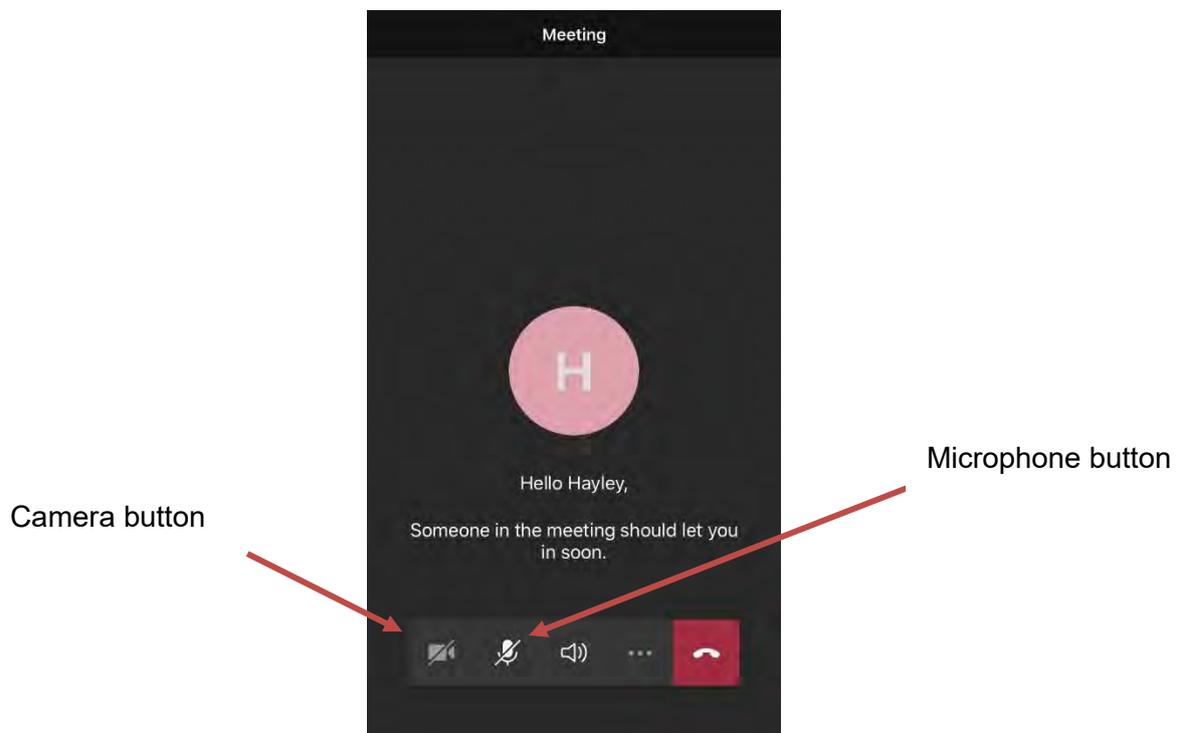
- You will be asked to select a 'location' on your laptop for the programme.
- Select your preferred location.

- The programme will download (a shortcut to this will appear on your desktop).
- The screen below will appear automatically.



- Enter your name and click 'Join now'
- Once in the meeting you will be in the 'waiting room':

[Click Here](#)



- Make sure that you unmute your microphone and switch on your camera (if on, they will not have a line through them as shown in the picture above)
- The appointment will then commence.